#### JOHNSON'S® Oil and Powder Overview of Promotions and Lessons Learned 2008 -- 2013

## **Budgets 2008 -- 2010**

2008 Oil and Powder Promotions Budget:

Total: \$2,406,000

**2009** Oil and Powder Promotions Budget:

Debbie: \$1,372,000 Brand Controlled: \$271,000

Total: \$1,643,000

2010 Oil and Powder Promotions Budget:

Debbie: \$2,235,000 Brand Controlled: \$475,000

Total: \$2,710,000

DVD and more money was moved in to support IRC's from media for Radio Programs and \$200,000 was moved for the Babies **Notes:** Original starting budget was \$1,085,000. \$550,000 was moved

## **Budgets 2010 -- 2013**

2011 Oil and Powder Promotions Budget:

Total: \$2,232,000

2012 Oil and Powder Promotions Budget

Total: \$556,000

2013 Oil and Powder Promotions Budget:

Total: \$465,000

No separate budget. \$465,000 spent on Oil & Powder

2014 No Oil & Powder Budget

Total: \$0

Facebook and HE coupons paid out of Franchise

### Oil Summary

### Past programs centered around:

- Catalina,
- FSI's,
- DFSI's,
- Sweepstakes/Contests,
- Promotional Radio,
- ' IRC's
- Facebook coupons

Tied in with media platforms – print, online sites (Allure, Glam.com, etc.)

### Powder Summary

## Past programs centered around:

- Sampling (Women and Men),
- Scratch and Sniff,
- FSI,
- DFSI's
- Catalina,
- IRC's,
- Sweepstakes
- Facebook coupons

Tied in with media platforms – Weight Watchers, Gym Sampling

### 2008 Promotions

Online Programs	Cross Ruff IRC's	Direct Mail	Other	Sampling	Catalina Targeted	IRC'S	FSI	Promotional Theme				
	Oil Wash IRC's on Oil				Catalina program		1/6/08 Baby FSI 43MM, \$1.00	Pink & Bonding	Jan			
Emails		¥1			Jan-Dec				Feb	Q1		
Web Updates		Co-op Direct Mail					3/2/08 Baby FSI 32MM, \$1.00	Full Line	Mar			
Oil: MM Email Test		to Expectant Moms		POWDER: Lane Bryant Sampling			4/27/08 Safe Kids FSI, 40MM, \$1.00, 4/27/08 Hispanic FSI 4MM, \$1.00	Safe Kids	Apr			
		March- Dec	Curves Powder Coupon						May	Q2	2008 Cc	Johnson's Oil & Powder
			Powder: WW Magazine Coupon	Powder: WW and Foot Locker Sampling					June		onsumer P	s Oil & P
					i				July		2008 Consumer Promotion Calendar	owder
									Aug	Q3	alendar	
	-			-			9/14/08 Baby/McN eil FSI, 42MM, \$3/3, 9/14/08 Hispanic FSI 4MM, \$3/3	Joint Event with McNeil	Sept			
									Oct			
				SMSI Hispanic & African American Sampling Program					Nov	Q4		
				SMSI Hispanic & African American Sampling Program					Dec			¥

### Powder Target

and women who exercise so we focused programs to reach this consumer. The target consumers for Powder in 2008 were curvy women

We ran programs reaching consumers at:

- Curves
- Weight Watchers
- Lane Bryant
- Lady Foot Locker

### Sampling

- determine if sampling would increase interaction and redemptions The objective in 2008 was to test Powder sampling and scratch and sniff to
- tollowing year it sampling was effective The goal was to use this learning to create sample packettes in the
- The current 1 oz. Powder sample is too big to sample because it lasts too
- now that they knew and experienced the fragrances Powder scents and based on survey results, purchase intent was higher Overall learning was that consumers didn't realize we had all the different

### Lane Bryant

- tragrances sample and 500,000 brochures with Scratch and Sniff of the Powder Distributed 600,000 brochures: 100,000 brochures with a Powder 1 oz.
- against Shower to Shower and other programs. Scratch and sniff or a more economical Powder sample is the best way to reach this consumer 1.45%. These are good percentages for Powder and were benchmarked The samples redeemed at 2.00% and the scratch and sniff redeemed at
- Test proved that samples/fragrance can help move more product
- want to target a younger, plus-size consume Lane Bryant consumer is slightly older: average 40+ -- we thought we may



# Sample Execution - Overwrapped Sample



## Sample Execution- Scratch n Sniff Brochure



Cool Tips for Hot Days from

Johnnows



Cover



SAVE \$1.50

Back

Inside



# Consumer Feedback- Scratch in Sniff Brochure

Definite here a distinct formed by and about and about and about and about and about a second and a second about a second a second about a second about a second a se
Definitely will buy calming lavender and chamomile
I thought the scratch & sniff was a great idea. I love the calming and the cooling cucumber melon
Love it, after sniffing I will try
The scratch and sniff helped me decide which to try
Will be purchasing all four fragrances
I didn't know there were different scents
I think Johnson's is a great product. I love it
Thank you for the coupon
I was surprised with the pleasant fragrance of all 4
Love all the scents
Surprisingly I liked cucumber melon
Had already purchased the lavender - will try the others later
After a shower I love to use baby powder. It helps to keep me dry and I especially like the clean smell
Love the cucumber melon smell
Thanks for the coupon I will be sure to use it
I've always loved JJ powder. Keeps getting better and better
I used to use regularly. But I really like the cooling for summer
Excellent product
They all smell great
Smell is real mild and soothing



## Survey Results- Sample

TOTAL RESPONDENTS

### Survey Results- Sample



4. Do you currently use powder?	Count	Percent
Frequent user	133	62%
Occasional user	51	24%
Haven't used in a long time	27	13%
Never used	0	0%
5. If you are a powder user, what brand(s) of powder do you use?	Count	Percent
Johnson's Baby Powder	140	66%
Private label powder	17	8%
Gold Bond	26	12%
Shower to Shower	49	23%
Other	&	4%
6. What is your age?	Count	Percent
18 - 25	ω	1%
26 - 35	9	4%
36 - 45	69	32%
46 - 55	106	50%
56+	26	12%

### Weight Watchers

- Ran an ad in Weight Watchers magazine with a coupon
- Powder Reach was 2.6MM and it redeemed at .54% and moved 16,000 units of
- included online and print components This ad was part of overall media buy with Weight Watchers which
- Weight Watchers members and this redeemed at 1.24% We also did a test of 150,000 samples of Powder with the brochure to

### Lady Foot Locker

- Listerine had a program booked with Lady Foot Locker and had to pull out so we took over their program
- younger consumer who was involved in exercising This allowed us to test providing a sample to a
- telling them about a sample in-store We sent out an email blast to their consumers



good as Weight Watchers and Lane Bryant program redeemed at .58%. We determined that this target was not as We distributed 200,000 Powder 1 oz. samples with the brochure and this

### SMSI — Hispanic and African American Sampling and Education

- with children (0-5) with a message about all of the JOHNSON'S® products We did a test program with SMSI to reach African American and Hispanic moms
- the African American and Hispanic community SMSI has a huge network of beauty salons, daycare centers and churches to reach
- talked about all of the products The message in the publication communicated "JOHNSON'S® For a Lifetime" and
- Samples were hand-delivered in a custom bag and included a JOHNSON'S® Baby Lotion, Powder and DESITIN® sample
- reaching the multicultural consumer in an engaging way The redemptions were low but that was anticipated – this program was about
- receiving the samples and information Research showed stronger brand interest and purchase intent as a result of



pohusous for Life Skin care is essential at every age

From titury to adultional skin curs as a family stitic
Frodders as the gramms reach in cartal products
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See JOHNSON'S for Life, Page 10

Up to \$400 coupon savings Desitin diapering tips Inside ... Pamper your skin





### Discover the comfort of powder

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LRBAN CALL Pampared Living — Every Days Edition

### Pamper your skin with baby oil

At the seed of a large day, a warm bath atmost write a capical of DelPNOAN'S Baby OII atmost write a capical of DelPNOAN'S Baby OII with need to a week instead of the seed of

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#### JOHNSON'S® for Life

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# Inside Spread in Urban Call Publication

## Johnson's For a Lifetime











For babies

For toddlers and kids

For families and women



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As your rodder grows, her hair care routine will have to grow and change as well. Whatever your child's hair type, JOHNSON'S' NO MORE TANGLES hair care in has everything you need for shiny; easy to comb hair.

JOHNSON'S\* offers every product a new parent needs to gently cleame, moistmize and protect bibles' ultra-sensitive skin. Our unique NO MORE TEARS\* formulas are as gentle to oyes as pure water, making bath time worry-free and full of fun. And our lotions moisturize for irresistibly soft, baby-fresh skin.

JOHNSON'S\* products are gentle enough for baby's skin, yet moisturizing enough to restore your adult skin back to beautiful baby sofmess. JOHNSON'S\* baby oil works wonders on adult and baby skin by locking in moisture with a smooth and sliky feel. Adults can keep cool and comfortable with JOHNSON'S\* baby powder. Its natural softness helps eliminate friction, which can irritate skin.

JOHNSON'S\* Melt Away Stress products, specially created for adult skin care needs, help you feel calm

## Baby Powder Catalina

# Catalina Powder Program Summary

#### Objectives

- Increase HH Penetration with Adult
- Drive Volume at Walgreen's
- Convert Gold Bond and PL Buyers
- Gain Trial from Dieting HH's
- Gain Trial from SunCare Users
- Regain lapsed users (2H)
- Own user trade up (2H)

#### **Total Distribution**

1,047,188 Coupons

#### Outcomes

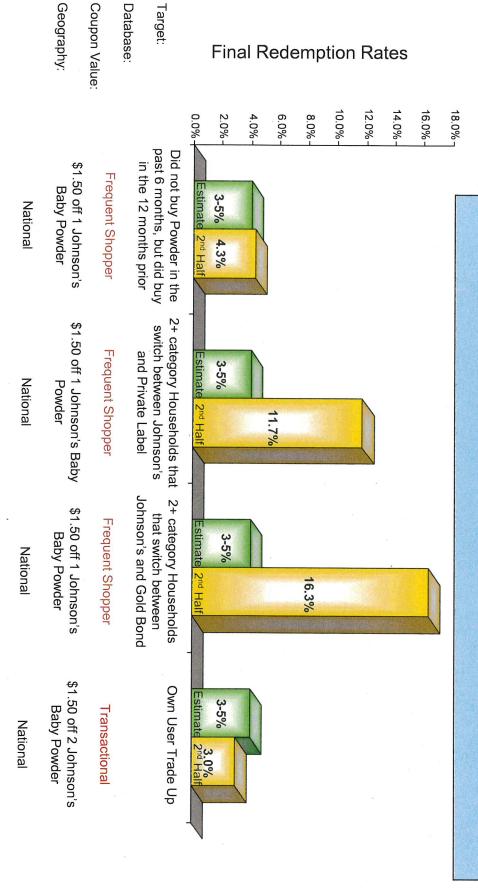
- Outstanding redemption results for both competitive and Lapsed users
- Gained trial with adult HH's
- Drove repeat with trial Households



### Lapsed / Competitive Switchers

As in the first half, lapsed and competitive targets continue to redeem above expectations.

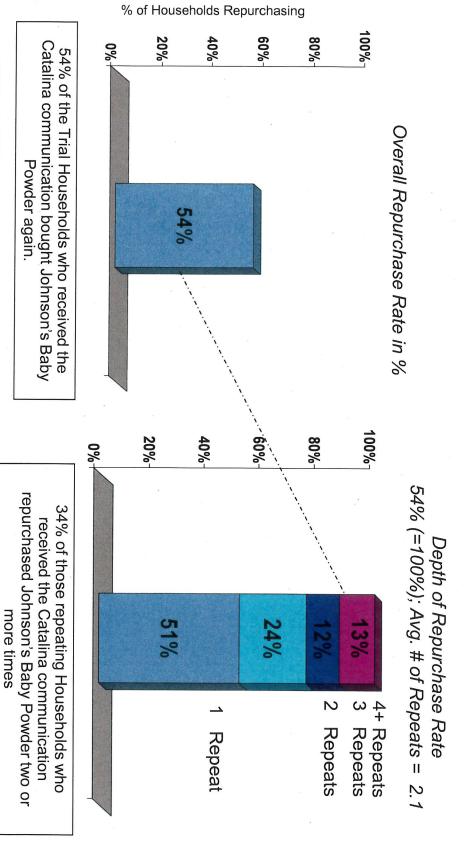
The trade up offer for JBP transactions redeemed at the low end of expectations Consumers may have felt less need to stock up given the relatively long use-up time for a single unit.



Target:

### Gold Bond/Private Label Powder Households

These competitive powder users exhibit very strong repeat rate and depth of repeat suggesting conversion to Johnson's Baby Powder.



### JBP — Comments and Changes tor 2009

#### Observations

- Baby Powder program redeemed at an average of 4.6%.

Best results were seen with HH's that have previously purchased Powder

- Higher CPUM was seen with out of category triggers, which is common. It is more difficult and expensive to convert consumer's that have not previously used your product
- Long term conversion from the data mining households looks good suggesting that the cost of targeting these consumers is worth it over time
- While both were shown to be excellent targets, Gold Bond consumers were even more responsive to the Johnson's Baby Powder offer.
- Limited success with Own User Trade Up may be impacted by relatively long use-up time for the product.

#### Changes for 2009

- Eliminated Gold Bond buyer as target for competitive offers
- Added Walgreens specific "next shopping order" promotion for Johnson's Baby Powder transactions

# JBP — Comments and Changes for

#### Observations

- Baby Powder program redeemed at an average of 5.1% a slight increase over 2008 performance of 4.6%
- Private Label trigger was highly effective in driving consumers to the Johnson's Baby Powder brand
- Walgreen's next shopping order program drove significant volume gains
- Limited success with Own User Trade Up may be impacted by relatively long use-up time for the product.

#### Changes for 2H

Added Gold Bond buyer as target for competitive offers

### JOHNSON'S® POWDER 2010 Promotional Calendar

Catalina	Internet	Promotional Radio	Coupons	IRC's	FSIs	
					Trusted Care Group Event Full Line \$1	JAN
			Curves			FEB
		Ra	Curves Coupon Handout, In Pack in First Touch Gift Sets and Target Registry Brochure		3/8 New HTT Products \$1 40MM	MAR
	C <sub>0</sub>	dio in Sou	ndout, In		4/26 Safe Kids Group Event \$1 40MM	APR
	Coupon Redemptions on bra	uthern N	Pack in I			MAY
CATALINA	dempti	larkets	First To	Powder IRC's		NUL
LINA	ons on l	to reac	uch Gii	IRC's		TUL
	brand site	h Target	it Sets an			AUG
	c	Radio in Southern Markets to reach Target Consumer	d Target R		9/13 Full Line FSI with McNeil Pediatric &Desitin  42MM	SEP
			egistry E			OCT
			Brochure		11/8 March of Dimes \$1 19MM	NOV
						DEC

# Powder Radio: Program Objectives

- Create top-of-mind awareness and drive purchase of JOHNSON'S® Baby Powder
- while introducing the new Magnolia Petals scent Reinforce the key product attributes and benefits of JOHNSON'S® Baby Powder,
- Encourage consumers to stay cool and fresh this summer with JOHNSON'S® Baby Powder



## Powder Radio Results

Program ROI:

1.3:1

Total Promotional Value:

On-Air Value:

\$ 353,997

\$ 380,397

Off-Air Value:

\$ 26,400\*

Total Promotional Announcements:

2,588

Total W18-49 Gross Impressions:

18,492,100

Online Activity:

– Email Blasts:

115,000+

Streaming Spots:

1,500+

<sup>\*</sup>Off-Air Value includes conservative estimates for digital activity, station supplied prizes, appearances, etc.

## Powder Sweepstakes Overview

- First Powder Sweepstakes
- **Objective:** to drive fans to our Facebook page and keep adult fans engaged. Provide product education through Tips
- Facebook Updates, Coupons and Email
- Macy's was the preferred

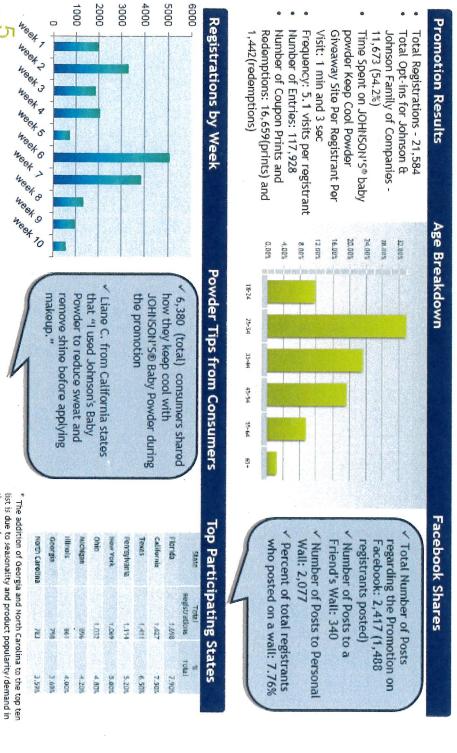
  Gift Card consumers had a choice of:
- Macy's
- Gap
- Apple
- Talbots
- Nike





# POWDER SWEEPSTAKES RESULTS

### Results At A Glance

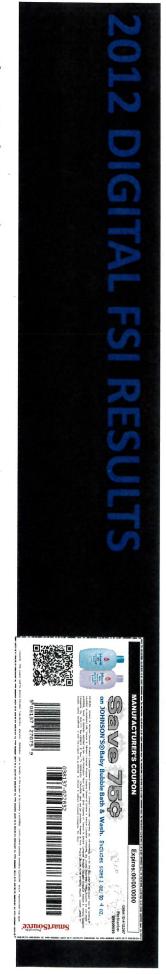


those southern states

## Powder Summer Essentials FSI

- This Summer Essentials Group FSI provided a vehicle to promote Powder with other adult brands for summer usage
- Redemption for the Powder coupon was .37% which was close to the projection of .4% -- it moved 148,000 units
- Oil solo FSI which redeemed at .64% It redeemed well for one segment but was not as strong as the 2011
- Powder redeemed at .38% so this FSI was comparable When we ran the full page Pink Lotion FSI in 2010, Lotion redeemed at .4% and
- was down -4.2% vs. 2010 so this event may have helped keep the decline to a June 2012 Powder MULO Dollar Sales were down .8% vs. June 2011 – however 2011 minimal amount
- unable to gain as strong support for this event as anticipated and we didn't have the time to line up strong retail support and Topical Healthy was JOHNSON'S® Baby Powder got into the June FSI late when another brand dropped out



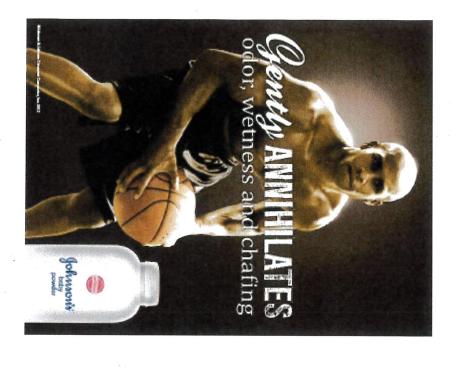


# The Digital FSI results are very positive with strong redemption and overall Positive ROI

ROI	Redemption Cost	Redemption %	Redemptions	Coupon Value	Insertion Cost	Where Run	Month Run	Circulation	Brand
\$1.11	\$12,692	15.75%	11,457	\$1.00	\$7,000	Coupons.com	January GE	78,000	Lotion: Lotion: Core Core & and Naturals Naturals
\$1.18	\$16,574	18.43%	14,745	\$1.00	\$7,200	Smart source	January GE	80,000	Lotion: Core & Naturals
\$1.34	\$14,785	32.50%	12,999	\$1.00	\$3,600	HE.com	January GE	40,000	Lotion: Core & Naturals
\$0.68	\$35,458	7.68%	21,882	\$1.50	\$25,650	Coupons.	March	285,000	Naturals
\$1.49	\$36,627	14.3%	57,096	\$0.50	\$36,000	Coupons.	April	400,000	Naturals Multi-Baby
\$0.90	\$15,756	8.9%	14,222	\$1.00	\$14,400	Coupons.com	January GE	160,000	<u>O:</u>
\$1.00	\$21,171	11.74%	18,787	\$1.00	\$14,400	Smartsource	January GE	160,000	O <u>i</u>
\$1.07 \$0.87	\$13,497	14.75%	11,796	\$1.00	\$7,200	HE.com	January - - GE	80,000	<u>O:</u>
\$0.87	\$36,237	8.49%	32,257	\$1.00	\$34,200	Coupons.	April	380,000	Powder
\$1.11	\$34,768	15.39%	30,780	\$1.00	\$18,000	Smartsource	June – Summer Essentials	200,000	Powder

\*Used GP of \$1.90 for each unit moved. ROI = GP\*Units/Insertion Cost + Redemption Cost 1 to 1 overall cost – if you take a % of redemptions as incremental, then the ROI would be lower

## Powder Gym Sampling





## Powder Gym Sampling

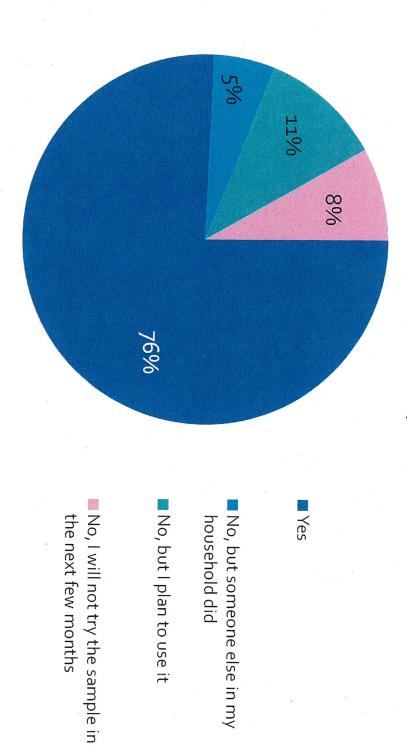
- We did Powder Gym Sampling as part of an integrated media and sampling program
- providing the samples ZoomFitness conducted the test and Promotions supported the program by developing special creative materials (billboards and counter cards) directed towards men exercising and
- JOHNSON'S® Baby Powder and significantly impacted purchase intent The campaign was very effective in re-engaging lapsed users with the Powder category and
- There was strong recall of the locker room signage and counter cards
- Sampling is the strongest driver of purchase intent and when you integrate it with an advertising campaign it is extremely successful as evidenced by the results on the next few slides



### Powder Sample Use

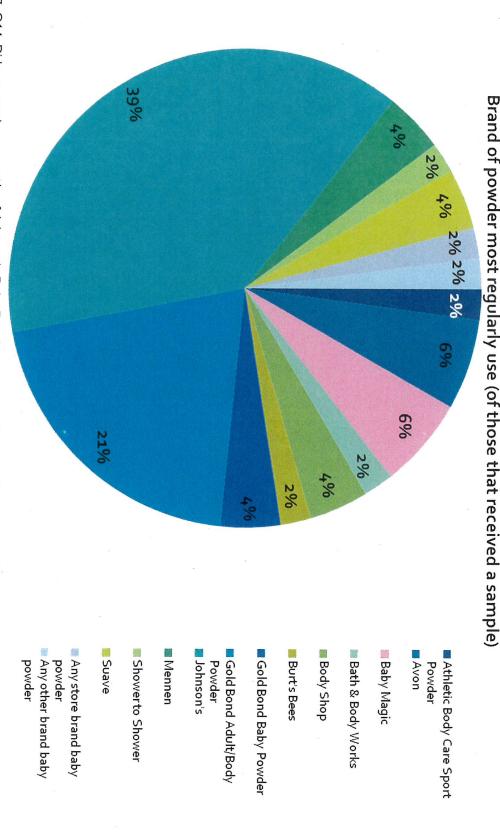
using or planning to use it Sampling program was highly efficient with 87% of recipients

Did you personally try the Johnson's Baby Powder you received as a sample?



# Sample Use by Competitive Users

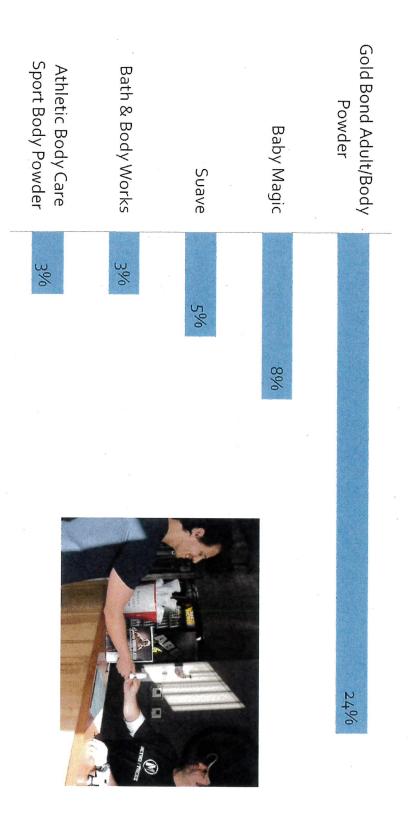
The majority of samples reached regular users of JOHNSON'S® top competitors



n=37 Q14: Did you receive a sample of Johnson's Baby Powder at this health club in the past month or so? Q13: What brand of powder do you most regularly use?

# Sampling Reached Top Competitors

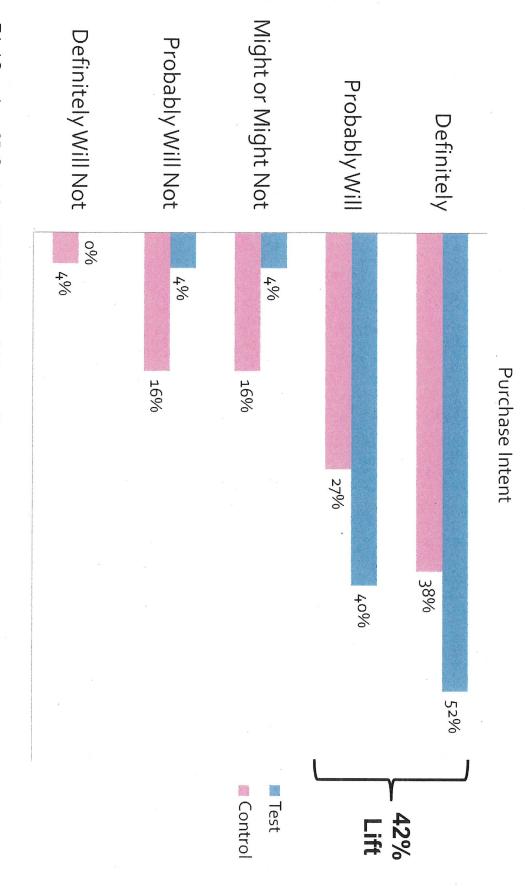
Bond Adult/Body Powder, to trial Johnson's Baby Powder Campaign drove a quarter of regular users of their #1 competitor, Gold



received as a sample? Chart Shows Of the top 5 brands most regularly used, the following percentage tried or plan on trying the Test n= 37 Q13: What brand of powder do you most regularly use? Q15: Did you personally try the Johnson's Baby Powder you Johnson's Baby Powder sample they received

## Powder Purchase Intent

Johnson's Baby Powder in the future Of those that tried the sample they received, 92% intend to purchase

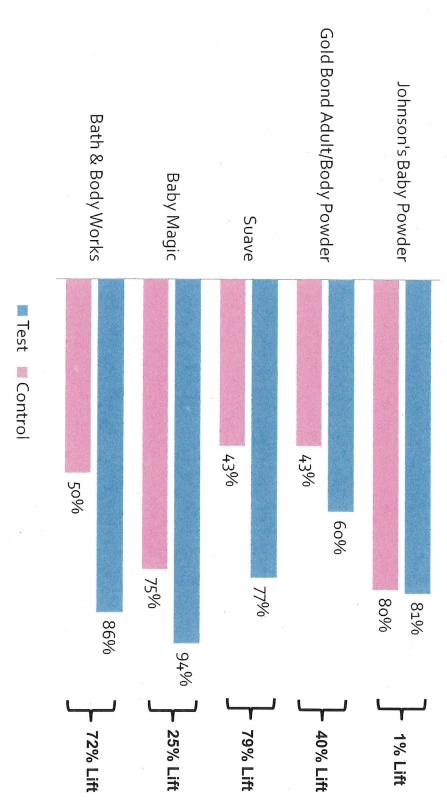


Tried Sample n=25, Control n=200 Q17: Do you think you will purchase or ask someone to purchase Johnson's Baby Powder for you in the future? Q15: Did you personally try the sample of Johnson's Baby Powder you received?

## Powder Purchase Intent

competitive powder products to purchase Johnson's Baby Powder Campaign was highly effective in converting regular users of top

Top 2 Box Purchase Intent for Johnson's Baby Powder of those that regularly use the following brands...



Powder for you in the future? Q13: What brand of powder do you most regularly use? Test n=192, Control n=197 Q17: Do you think you will purchase or ask someone to purchase Johnson's Baby \

### Integrated Gym Sampling Program Implications

media is a highly effective way to influence and An integrated campaign utilizing sampling and static communicate with Johnson's Baby Powder target consumer in a point of use environment



- Effectively reaches target and re-engages lapsed users of powder products
- Creative specifically designed for fitness environment increases brand favorability
- Proven method for increasing purchase intent among current and lapsed users
- Sampling yielded extraordinary efficiency, yielding minimal waste
- Successfully converted users of competitive powder products

### Powder Summertime Essentials

Event

# June 2012 Summer Essentials Event

#### Program Overview:

Description: An integrated program to increase total J&J Market Basket during the summer months with a national group event.

Theme: Enjoy a Picture Perfect Summer

Timing: June 2012

Participating Brands: Benadryl Topicals, Cortaid, Visine,

Aveeno Suncare, Band-Aid and Johnson's Baby Powder



		Q2			සු	
	April	May	June	July	Aug	Sept
FSIs			6/10			
			Enjoy	7.		
			Outdoor			
Theme		14	Moments			
Circ			40MM			
At-Home			Direct Mail Program	Program		
			Digital Coupons and Landing Page with	ipons and L	anding Pag	ge with
				Outdoor Education	ucation	
~			Microsite	Microsite with Summer Content and	ner Conter	nt and
Digital				Contest Details	etails	

#### **Program Tactics**

- June 10<sup>th</sup> FSI
- **Digital Photo Contest**
- Direct Mail Program
- Digital Coupons
- Email Blast

### Summer Essentials

- The Powder Digital FSI tied in with the event redeemed very well at 15.4%
- The Direct Mail piece didn't redeem very well at only 0.6% for Powder







### Highlights Summer Essentials

- The program saw 8,050 registrations throughout the 8 week submission phase
- 38.7% of consumers who registered, uploaded a submission to the contest



- of 28 35% The program saw a 51% registration conversion rate compared to an ePrize bench mark
- 2,336 (26.9%) registrations. The total for the day of and following day of the baby email blasts drove The email blasts to the JOHNSON'S® baby database help drive 2 large spikes in
- 63% of the registrations were between the ages of 25 and 44
- summer fun photos Provided engagement for J&J consumers and our fans and let them upload all kinds of